



1st Call

We're still here for you.

Although our one stop shop in Accrington Arndale is currently closed, you can still access all of our services by email.

Onward

1st Call

Information • Support • Advice • Training

We can help with the following:

Advice/guidance to complete welfare benefit claims:

- Assistance with Universal Credit journal/notifying changes etc
- Housing Benefit claims – assistance to complete online form
- Council Tax support – online applications
- Carer's Allowance – advice and support with online applications

Social Housing and Be with Us housing applications:

- Online support with new/existing Be with Us applications
- Information/signposting Onward tenants

HBC homeless portal:

- Support to complete HBC online form via portal
- General advice/signposting

Employment-related support:

(including support through More Positive Together project)

- Advice/guidance/information to support people looking for future employment
- Support/advice to search for current job opportunities
- Advice to set up CV and cover letter documents
- Advice with completing online job applications
- 1-2-1 employment mentoring via telephone/email

Getting in touch:

Please write your query type (i.e. 'HB claim') in the subject box and email your name and contact details to:

1stcall@onward.co.uk

Our inbox is checked Monday – Friday. We will reply by email or call you – please tell us which you prefer.

Onward

